

**Date:** February 12, 2015  
**To:** Thomas J. Bonfield, City Manager  
**Through:** W. Bowman Ferguson, Deputy City Manager  
**From:** Jose L. Lopez, Sr., Chief of Police  
**Subject:** Renewal of Software Maintenance Agreement with Sungard Public Sector, Inc.

**Executive Summary:**

The Police Department is requesting renewal of the Software Maintenance Agreement with SunGard Public Sector, Inc covering Records Management System (RMS) and Mobile Field Reporting (MFR) applications.

**Recommendation:**

Authorize the City Manager to execute a Software Maintenance Agreement with Sungard Public Sector, Inc. in the amount of 94,735.95 for fiscal year (FY) 2015.

**Background:**

SunGard Public Sector is the parent company of OSSI, the developer of the Police Department's current RMS and MFR applications. The City has contracted with Sungard Public Sector or with companies later acquired by Sungard Public Sector for its major public safety software systems for more than 25 years. The RMS provides access to the local databases that house the criminal records generated by the department. The RMS maintains the security of these databases and provides entry and update access as well as search and review access to the appropriate personnel. The MFR application provides officers in the field the ability to electronically submit their incident reports to the RMS from their mobile computers without having to use paper reports or come to an in-house computer to enter them. The Police Department relies heavily on these systems for entering and maintaining criminal records and managing investigations. The City maintains a Software Maintenance Agreement so that these critical police systems are protected by upgrades, patches, and emergency outage support from Sungard Public Sector.

**Issues/Analysis:**

As computer hardware and operating systems are upgraded and patched, it is necessary for software developers to update the applications they sell and support so that they continue to meet the needs of their customers as standards and operating environments change. Therefore, software maintenance agreements are commonly used in the software industry and are usually charged as a percentage of the initial purchase price of the products supported. This percentage is typically in the 15 – 25% range. The terms and fees associated with the City's agreement with Sungard are in line with industry standards.

**Alternatives:**

Council could choose not to approve this renewal. This alternative is not recommended, as it would leave the Police Department without emergency outage support, maintenance, or

updates on applications that are critical to the department's efficient operation.

**Financial Impact:**

Funds for this payment are already part of the approved FY 2015 budget. The cost for the payment to be made in the current FY is \$94,735.95. Under the proposed contract, these fees can be increased by no more than 4% per year. In the City's previous contract history with Sungard, the company has not implemented an increase in most years. They have kept their fees level for 3-4 years at a time. The following annual charges represent the worst case scenario of a 4% increase each of the following 4 fiscal years.

<b>FY</b>	<b>Maximum Payment (4% increase each FY)</b>
2016	\$106,262.99
2017	\$110,513.51
2018	\$114,934.05
2019	\$119,531.41

**SDBE Summary:**

This is a contract renewal and was not reviewed by the Department of Equal Opportunity/Equity Assurance for compliance with the Ordinance to Promote Equal Opportunities in City Contracting.

**Attachment:**

Software Maintenance Agreement between Sungard Public Sector, Inc. and City of Durham